GENERAL DESCRIPTION:

The Donor & Volunteer Relations Coordinator is the foundation of our excellent donor and volunteer relationships and part of a successful, seven-member development team. The position is responsible for gift processing, donor acknowledgments and other correspondence, as well as phone and email contact with donors and volunteers. The Donor Relations Coordinator is our database administrator and also provides logistical support for the annual fund, including list development. This position also recruits, trains, and manages volunteers for a wide variety of positions at Peninsula Family Service from corporate volunteer teams to high school students fulfilling community service hours. The coordinator is also tasked with planning and undertaking both volunteer and donor events in partnership with the Advancement staff. The ideal candidate will have strong analytic, writing, and communication skills. The position requires an intelligent, results oriented, team player with excellent communication skills and a sense of humor.

JOB CLASSIFICATION: Non-Exempt, Full Time

REPORTS TO: Associate Director

QUALIFICATIONS:

- BA preferred.
- Requires 2-3 years experience in a nonprofit environment.
- Requires 1-2 years experience in Raiser’s Edge (or similar Fund Development database management software), as well as ability to quickly learn software.
- Requires ability to prioritize and multi-task, manage projects, and use sound judgment in making decisions.
- Experience with Microsoft Excel required, including ability to work with finance in reconciling donation amounts and discrepancies.
- Requires excellent writing and verbal skills.
- Requires high attention to detail and good follow-through.
- Good interpersonal skills and successful experience as a member of a team.
- Event experience preferable

DUTIES & RESPONSIBILITIES:

Gift Processing and Donor Stewardship

- Serves as database administrator and must be thoroughly knowledgeable of the database, coding, and running reports.
- Processes all gifts, recognizing the donor identity, gift amount, number years giving, and relationship to the organization when preparing acknowledgement
letters, and notifying appropriate staff to ensure proper stewardship and recognition.

- Enters data in Raiser’s Edge and generates donor acknowledgment letters for all contributed income, maintaining gift coding system.
- Maintains strict 24-48 hour turnaround acknowledgment timeframe.
- Consistently track and manage online giving.
- Ensures that memorial and tribute gifts are acknowledged appropriately. Keeps family members apprised of memorial gift details. Immediately notify people in whose tribute a gift was made (birthday, holiday, special occasion).
- Maintains working knowledge of tax implications of gifts so that donors receive appropriate receipt information.
- Assists with the planning of donor and volunteer events; including creation of invitation lists, nametags, and coordinating and managing day-of registration.
- In collaboration with Advancement staff, generates monthly tracking reports.
- Generates donor lists and other Raiser’s Edge reports as requested for direct mail solicitations, special event invitations, and recognition listings.
- Analyzes incoming and outgoing information pertaining to the cultivation and solicitation of donor prospects so information is kept current.
- Identifies and resolves discrepancies among in-house records.

Fundraising Volunteer Support and Management

- In collaboration with Advancement staff, develop, promote, and maintain volunteer opportunities within the organization, making sure that volunteer activity is manageable and not disruptive to the organization.
- Recruit, interview, and place applicants for volunteer work.
- Obtain appropriate security clearance including fingerprints when warranted.
- Ensure volunteers are staffed and supervised to promote meaningful activities for both programs and the volunteers.
- Conduct and/or arrange for volunteer orientation and training.
- Organize and participate in volunteer programs and special events.
- Evaluate all aspects of volunteer programs to ensure effectiveness and recommend and implement changes as appropriate.
- Maintain accurate records and provide timely statistical and activity reports on volunteer participation.

General:

- Manages the vehicle donation program.
- Manages incoming information from Info@peninsulafamilyservice.org.
- Take minutes at all Fund Development and Marketing Committee meetings.
- Participates in additional special projects as assigned.

PERSONAL:

- Obtains fingerprint clearance before first day of employment.
- Verification to legally work in the US.
- Must possess a valid driver’s license and clear driving record as defined by insurer.
This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

__________________________________________  ______________________________
Employee Signature                          Date

REVISED: March 11, 2016